



IOT Distributed Services  
SLA Compliance  
Enterprise Level Agreements  
For October 2010

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	85%	
Call Abandonment Rate	Less then 5% Abandoned	5%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	94%	
Email Response Rate	98% Response within 1 business hour	95%	
User Sampling Survey	95% Of Satisfied Customers	95%	
Resolution Of Incidents On Time - GMIS	80% Calls Resolved Within 24 Business Hours	76%	
Resolution Of Incidents On Time	90% Calls Resolved On Time ( By Grouping )	97%	

Account Management	8 Business Hours	98.8%		2133
Applications	16 Business Hours	96.2%		1961
Data Management	32 Business Hours	97.8%		202
Database	32 Business Hours	99%		41
Hardware	40 Business Hours	96.7%		1218
Operating System	24 Business Hours	95%		62
Telecomm	12 Business Hours	95.6%		549

Major Issues

Service Desk Migration  
Open Enrollment  
DWD Password Reset  
GMIS Authentication  
Exchange Downtime  
AD Issues

Network Availability

CAN Availability ( Campus Area )	99.9% Availability	100%	
Dial-Up Availability	99.9% Availability	100%	
Switch Availability	99.9% Availability	99.9%	
VPN Availability	99.9% Availability	100%	
WAN Availability ( Remote Sites )	98.9% Availability	99.9%	

Server and Storage Administration

Overall Average Windows Server Availability99.9%

Citrix Server Availability	99.9% Availability	100%	
E-Mail Server Availability	99.9% Availability	100%	
Shared File Server Availability	99.9% Availability	99.9%	
SQL Server Availability	99.9% Availability	100%	
Web/App Server Availability	99.9% Availability	100%	

Overall Average Mainframe Availability99.9%

IBM Mainframe Availability	99.9% Availability	99.9%	
IMS Region Availability	99.9% Availability	99.9%	
DB2 Connect Availability	99.9% Availability	99.9%	

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours ( 98.0% )	128	99.2%	
New Network Account Requests	Creation Within 2 Business Days ( 99.0% )	637	100%	
Privilege/Rights Change Requests	Change Within 8 Business Hours ( 97.0% )	12	96%	

Field Operations

New Workstation Installation	Installation Within 5 Business Days ( 98.0% )	59	98.8%	
Peripheral and Software Installation	Installation Within 3 Business Days ( 98.0% )	203	96.1%	

- In compliance
- Within Tolerance
- Out of compliance
- Insufficient data available this month

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